

D101-106/3:  
39/4

recruiter  
**JOURNAL**  
The Army's recruiting professional magazine since 1919  
May/June 1986



*Recruiting Family*







# Command Call

**Question:** I hit a civilian vehicle in the rear with my government car. Neither of us got a ticket for the accident; although the policeman wrote a report. Now I've been told I'm going to have to pay over \$800 for the damage to my government vehicle. Why doesn't the Army have some sort of insurance to pay for things like this?

**Maj. Gen. Ono:** The Army, as a part of the federal government, is a self-insured agency. That means we cover ourselves for our own liabilities that come from accidents. When you are involved in an accident — even if you weren't ticketed — your brigade judge advocate will conduct a report of survey to determine if you were negligent. If you are found negligent, the report of survey isn't your last resort. If you have some evidence that wasn't brought out in the report of survey, you can appeal the findings. All this only applies to damages done to property. Personal injuries are fully covered by the government — even if you were negligent in causing the injury

**Question:** The OOR and 79D (reenlistment NCO) MOSs have been split again. What happens to the OOR recruiter who was previously a 79D?

**CSM Abner:** They haven't split yet. If and when they are split, you'll take on the MOS of your current assignment. So, if you're a recruiter now, you'll be a recruiter when the split occurs. If, after a split, you want to be reassigned back to the other MOS, your request for reclassification will be considered just the same as if you wanted to be reclassified to any other MOS.



**Question:** Why can't Reserve recruiters be station commanders?

**CSM Abner:** Public law states that Reservists who are brought on to active duty for the purpose of serving as recruiters can be used for that job only. Our Command and the Army have tried to get that changed, but so far have been unsuccessful. That doesn't mean Reserve recruiters can't be given positions of leadership. Remember: one of the most important roles of a NCO and a leader is to be an effective trainer. Put their experience with the Command to good use by having them train your new or underproducing recruiters. Make sure you reflect their contributions in this important area on their EERs.

**Question:** Last year at this time, I killed myself to make mission and to

overproduce. Now they're using those numbers to assign my quarterly mission for this year. Don't you think I'm being punished for success?

**Maj. Gen. Ono:** Not at all. Mission is not determined by which individual serves in what station — or even what group of recruiters serve in a station, company or battalion. What we do look at are factors such as the propensity of young people to enlist in *all* of the services for a given zone. Every battalion has certain areas that consistently produce more GSA contracts than neighboring communities. Those areas will have a higher mission. We don't punish you because you were successful last year. At the same time, we don't punish another recruiter because he or she was assigned to an area that has a history of producing fewer enlistments.

*The Recruiter Journal solicits your comments and questions for the Commanding General and the Command Sergeant Major. Please send them to: United States Army Recruiting Command, ATTN: Recruiter Journal, Building 103, Ft. Sheridan, IL 60037-6020. Or call: (312) 926-3918 or (AUTOVON) 459-3918.*

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# recruiter JOURNAL

The Army's recruiting professional magazine since 1919

VOLUME 39

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## FEATURES

### Recruiting Families

*Those people behind the scenes of recruiting who have a big impact on making mission.*



<i>Recruiters' Spouses</i>	8
<i>Joining two families and careers</i>	11
<i>Two Families' Views</i>	12
<i>ACS Takes the Field</i>	14
<i>Making ACS Work</i>	16



*Recruiting Family*

Cover

### Help for Recruiting Families

*Whether it's special pay allowances or help in finding a job, assistance is waiting for families.*

<i>Paycheck Extras</i>	17
<i>Controlling Alcohol and Drug Abuse</i>	18
<i>Mail-Order PX</i>	19
<i>Health Benefits</i>	20
<i>Family Job Services</i>	21

### Recruiter Selection

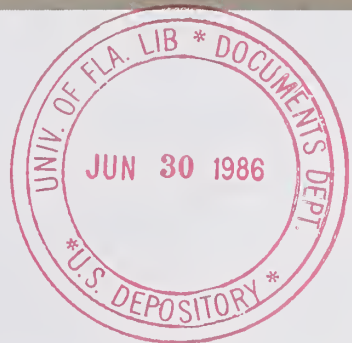
*Hand-picked and carefully screened, recruiters represent the Army's best non-commissioned officers.*

### Stripes Come Faster

*Recruiting may be tough, but promotion boards are tougher. In either case, our NCOs are top achievers.*

## DEPARTMENTS

Command Call	2
USAREC Today	4
Top 56 Club	27
Field File	28
Diagnostic Test	32
Training Tips	33
Training Post of the Month: Fort Jackson	34
Salutes	36
MOS 13R: Firefinder Radar Operator	38



11



34





# USAREC Today

## *Pilot Program in Five Battalions*

# ROTC Recruiting Begins

Five battalions began a pilot program in April to recruit college-bound young men and women for Army ROTC.

The operation will be expanded to 21 recruiting battalions on Oct. 1. All 56 battalions will be included by Oct. 1, 1987.

"I'm excited about this off-campus program," said Lt. Col. Daniel T. Cerone, director of recruiting operations. "The link between ROTC and USAREC will benefit the total Army."

"Using recruiters to recruit for ROTC is a natural extension of USAREC's responsibilities. Recruiters are already in the high schools, talking to college-bound seniors about the GI Bill and the Army College Fund. ROTC gives recruiters another option to offer those high-quality young men and women."

"We expect that ROTC recruiting will further improve our image in high schools and give recruiters an opportunity to keep talking to students who say they are going to college."

"The program should also benefit ROTC during a period in which enrollments have stabilized or declined on college campuses. With more than 2,000 recruiting stations across the na-

tion, we have better access to college-bound students than ROTC instructors who will now have more time for their on-campus recruiting."

The five pilot battalions, Syracuse, Miami, Lansing, Albuquerque and Seattle, are given three categories of mission:

- *High Quality ROTC packets*: Male and female seniors who scored in the upper half on the ASVAB test and who dropped out of the Army's Delayed Entry Program to go to college. They must still be physically, morally and mentally qualified.

- *Quality ROTC packets*: Individuals with the same qualifications as the "high quality" candidates but are not DEP dropouts. They must have expressed a positive intention of joining ROTC.

- *General ROTC referral cards*: Males and females who say they are going to college and are willing to consider ROTC and to be contacted by an ROTC faculty member.

In each case, ROTC will work with the prospects, select cadets, and provide feedback to the recruiters. □

### *recruiter* **JOURNAL** The Army's recruiting professional magazine since 1919

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## Thanks, Sarge!



Pvt. 2 David A. Martinez

"It's great! I love it! The Army is a real challenge and I'm thrilled to be a part of that challenge," says Pvt. 2 David A. Martinez, a recent recruit in field artillery training.

Martinez took a breather from advanced individual training at Fort Sill, Okla., to talk about his recruiter and his Army experiences since his enlistment.

The 18-year old from Dallas, Texas, says basic and AIT were a "growing period" in his life. "I've matured more in the past few months than the first 18 years of my life," says Martinez.

Asked what convinced him to seek information about joining the Army, Martinez explained that by being enrolled in high school ROTC he was able to learn a lot about the Army. "I liked what I saw and knew I wanted to join," says Martinez.

"There are advantages to high school ROTC classes," says Martinez. "You not only get to know your recruiter, you also learn a lot about the Army. And to top it off, you can earn your promotion before you ever go to basic."

SSgt. Melvin Reed, a recruiter at the Oakcliff, Texas, recruiting station, spends a lot of time visiting schools in his area. "He was right here at my school," says Martinez. "It was so easy to find out everything I wanted to know about the Army."

"SSgt. Reed told me I would have the chance to travel. When I graduate, I will be on my way to Germany," says Martinez. "I'm glad he was there to help me. I plan to take the time to thank him for his support." □



# VHA Rates Cut in Half

If the Army was paying more for your rent than you were, you had to give some of that "extra cash" back to the government in March.

A new law orders finance to take back half of whatever variable housing allowance money that you don't need for rent. Under the law, your basic allowance for quarters won't be affected.

Variable housing allowance is extra money given to soldiers to help them with the cost of renting in high-priced areas. That extra money has come under scrutiny because soldiers in some parts of the country don't actually need the money

since their rent amounts to less than their combined basic and variable housing allowance.

In effect, the law orders the finance office to take back half of whatever VHA money you don't spend on rent. For example, if your combined BAQ and VHA are \$800 a month and you pay \$700 in rent, you are clearing an extra \$100. In that case, the Army has to drop your variable housing allowance by \$50, one-half of the extra money you are being paid.

If your rent goes up or down, you should file a form to tell finance about the change so they can adjust your VHA. ☐

## CHAMPUS Briefs

### *New Forms Available...*

CHAMPUS now has a new form that is used with the regular claim form if it appears that another person might be responsible for your injury or illness.

It's called the CHAMPUS Form 691 (Statement of Personal Injury—Possible Third Party Liability.) The form allows the CHAMPUS claims processor to evaluate the circumstances of your accident or injury and decide whether another party might be liable for payment of some or all of the costs of your care.

The claims processor will review the claim and decide if there may be third-

party involvement. Then, you'll get a Form 691 in the mail, along with a request to fill it out and return it as soon as possible. Your claim won't be processed until the processor receives the form. If you haven't sent the form back within 35 days, the processor will deny your claim.

You can get a copy of the form from your nearest Health Benefits Advisor and mail it in at the same time as you send in your claim. This will speed the process up. ☐

### *Cost Increases...*

The daily amount that active duty families must pay for inpatient care in civilian hospitals under CHAMPUS has increased from \$7.10 to \$7.30.

This means that for every day an active duty family member spends as a patient in a civilian hospital under CHAMPUS coverage, he or she will

pay \$7.30 a day or \$25.00 total, whichever is greater.

This rate does not apply to military retirees and their families who pay 25 percent of the cost of covered care in a civilian hospital. CHAMPUS still pays 75 percent of the allowed charges for covered hospital and doctors bills. ☐

## Recruiting Lingo

### **ADT (Active Duty for Training):**

A specified period of time when Reserve members serve on paid active duty. ADT usually lasts less than 179 days.

### **AAP (Army Apprenticeship Program):**

This program is designed to help soldiers document Army training and experience in a skill area. More than 130 MOSs have a civilian counterpart, such as plumber, electrician, photographer, and food service specialist. Successful completion of training and technical instruction results in a "Certificate of Completion of Apprenticeship, Journeymen Status" which is awarded by the Department of Labor.

### **TRADOC Liaison NCO:**

TRADOC personnel who serve at each of the reception stations who serve as a representative among USAREC, TRADOC, and Reserve unit commanders to resolve enlistees' problems at the training base.

### **USAREC Liaison NCO:**

A senior NCO who is assigned to HQ USAREC's Training and Standards Directorate but who serves at a reception station located on posts such as Fort Leonard Wood, Jackson, or Knox. The NCO's job is to resolve problems new recruits have with their enlistments such as unfulfilled or erroneous enlistments.

*The preceding definitions were derived from USAREC Pam 310-3, Terminology and Definitions.)* □

# Army Emphasizes Training for NCOs

Recently, a decision was made to establish primary leadership development course graduation as a prerequisite for promotion to staff sergeant with an effective date of July 1, 1986.

This decision was made to further enhance the quality of the noncommissioned officers corps. Numerous inquiries have been received at the Department of the Army concerning possible exceptions to this policy.

As a result, the Office of the Deputy Chief of Staff for Personnel is announcing procedures on how to obtain deferment to the requirement to remove soldiers from the staff sergeant promotion list on June 30, 1986 who have not graduated from PLDC.

These requests will be handled on a case-by-case basis, and final action will

be taken by the Army's Military Personnel Center, based upon policy guidance developed by ODCSPER.

Requests for deferments will be approved only in those cases where every effort was made to provide the soldier the opportunity for training; but, due to circumstances beyond the control of the unit commander or the soldier, PLDC would not be completed.

Commander must ensure that soldiers who are competing for promotion to staff sergeant during this transition period are afforded the opportunity to attend PLDC at the earliest possible time.

The ODCSPER stresses that the Army's emphasis must be on getting its NCOs trained, not on finding ways to obtain exceptions to this policy. □

## Per Diem Rates Simplified

An easier system of per diem called "Lodging Plus" is currently being tested Army-wide.

This new system will pay for meals and incidental expenses on a flat-rate basis without itemization or receipts. The flat-rate system is easier to understand, administer and is expected to more equitably reimburse soldiers for their TDY travel expenses.

The current per diem rates for travel

will be the same as before, with 40 percent of the per diem amount for meals and incidental costs and 60 percent for lodging.

Deductions will still be made when government quarters and mess are available, but the meal percentages will be simplified: 10 percent for breakfast, 10 percent for lunch and 20 percent for dinner. □



# Keeping the Home Fires Burning

*Long hours, separation and the pressures of making mission. The wives — and one husband — of recruiters talk about how they cope.*

Peggy Flanigan  
HQ USAREC

Using statistics, the Program Analysis and Evaluation Directorate at HQ USAREC, came up with a pretty good description of the typical Army recruiter.

But what is the typical *spouse* of a recruiter like? Homebody or career person? Southerner, midwesterner, easterner? Timid and dependent or confident and self-reliant? The very thought of typifying a recruiter's spouse could stump PAE wizardry.

Randomly selecting names of spouses across the nation, the *Journal* conducted its own survey by telephone. A little primitive, maybe, but we learned a lot about USAREC spouses.

## THE RECRUITING VETERAN

Our first phone call went to the East Coast where Debbie Martin, wife of MSgt. Edward Martin, operations NCO at 1st Brigade headquarters, was tending to dinner in family quarters at Fort Meade, Md. Punctuating her conversation with military terms and giving an accurate description of her husband's duties, she sounded like the veteran of recruiting that she is.

She talked about her husband's planned retirement from the Army in a few more years, and "those good tours" that have filled a recruiting career.

"It began with an assignment in Plattsburg, New York, 14 years ago," she said, laughing at the memory. "We lived on an Air Force base. That's going 'way

back.' My husband's station commander was Ed Gove — Sergeant First Class Ed Gove.

"My husband and I had been married only a year at that time. And I had a few things to learn — such as finding constructive ways to spend the hours while he was away." She took courses with the Red Cross and worked with hospitalized children. She valued the time she could spend with her daughters, Michelle and Elizabeth, now 14 and 10.

"I think working helps," she spoke of her present job as a telephone operator for a department store. "It provides the satisfaction of doing something for yourself."

Unlike many recruiters, the Martins have been lucky about their living accommodations. During Sergeant Mar-





*Debbie Martin and husband, Edward*

tin's career as a recruiter, the family has lived in government quarters with the exception of only two years.

"The years in recruiting have been so rewarding," she said. "If I have any advice for the wife new to recruiting, it is to realize that recruiting is demanding. Because there's pressure at work, I try to keep pressure out of our family life.

"Meals? I can't set a time for dinner. I always have something for him to eat when his work day ends — thanks to the microwave. Recruiting has become our way of life, and we enjoy it."

If she were not a recruiter's wife, what would she like to be? "I've never thought about it," Martin said. "No. It has never occurred to me. I like being who I am."

#### **FIRST TIME AROUND**

SSgt. Donnie Rhymes and his wife, Julie, children of two Army first sergeants, were married in 1980. During a tour as a club manager in Italy, Rhymes received orders for recruiting duty with assignment in the Jackson, Miss., battalion.

Well-settled now in Jackson with their four-year-old daughter, Dominique, Rhymes models local department store fashions and is employed as a hairdresser. She still finds time, she said, to help her husband in the recruiting station.

"Lots of work? Oh, gosh, yes. But that's our life. We're used to long hours. I've found a way to live with that. I go with Donnie to DEP parties and the high

school ballgames."

She said that she misses being near an installation. "Because I grew up in the Army, I'm used to the lifestyle of post living. I miss commissary and post exchange shopping. There is a great sense of accomplishment out here, however. Both of us were really proud when Donnie was chosen 1985 Rookie Recruiter of the Year for the battalion. Recruiting is not an easy job and the recognition meant that our teamwork had paid off."

#### **IT'S NOT SO BAD**

Recruiting in Alaska might sound cold and uninviting, but Kathy Hearne, wife of SSgt. Wayne Hearne, described

*continued*

# Home Fires

continued from p. 9

life there as "happiness."

She spoke from the couple's quarters on Elmendorf Air Force Base, where they have lived since 1983. "We are both from this area, so we feel comfortable here," she said. "My dad was in the Air Force, so I feel right at home among all our good Air Force neighbors."

Prior to joining the recruiting staff in Anchorage, Sergeant Hearne was a reenlistment NCO at Fort Ord, California. "That, too, was a form of recruiting," said his wife. "Assignment with USAREC was a smooth transition for us, because we were able to continue using the exchange and commissary."

Sergeant and Mrs. Hearne escape the pressures of recruiting with occasional fishing and camping trips with their daughter, Jennifer, 9. "At Fort Ord," she said, "there were frequent trips to the 'field.' At least we have some time together now. There are, indeed, worse things than recruiting!"

## HIS VIEW AS A SPOUSE

"Long hours?" asked Allan Rollins, husband of Sgt. Christine Rollins, Crown Point, Ind., recruiting station. "Both of us put in lots of hours of work."

The Rollins met while both were stationed in Texas, and were married about a year ago. He left Army active duty to pursue a long-time dream of becoming the driver of an 18-wheeler, and now attends ten hours of classes each day to obtain his certification for truck-driving.

Very proud of his wife, he said, "It feels good to see her successful in recruiting. She's new at it, you know, but doing well. Her personality is a big asset."

"We make our time together 'quality' time. I'm interested in all kinds of sports, but I never learned to bowl — Chris is giving me lessons. We share the responsibilities at home — and we share the fun. We like what we're doing."



*SSG Donnie Rhymes and his wife, Julie.*

## THERE WERE SURPRISES

Our final phone call went to Loraine Robinson, wife of rookie recruiter Sgt. Frederick Robinson. After recovering from the surprise that USAREC was calling, she candidly discussed her husband's upcoming graduation from the Recruiting School at Fort Benjamin Harrison, Ind., and his assignment in Boston, with duty in New Bedford, Mass.

"We were surprised," she said. "We had the impression that most recruiters receive assignments near their hometowns. I'm from Georgia — my husband's from Missouri — and neither of us has ever been to New England."

A former member of the Military Police, she left Army service to care for the couple's small son, Jon Frederick. She and her husband met while both served with the 287th M.P. Battalion in Berlin.

"We were expecting a completely

different lifestyle," she said. "We have found an apartment in a civilian neighborhood, and today I'm looking for someone special to stay with our son while I work."

"I've heard that recruiting duty is demanding, but we're enthusiastic. This is a new environment for us. We have so many experiences ahead."

## NO TYPICAL SPOUSE

Choosing one spouse as "typical" of all recruiting spouses was impossible. They were all individual personalities who had found their own individual ways to cope with the pressures, the separations, and the loneliness that recruiting sometimes causes.

But one thing they all have in common is their appreciation of the tough business of recruiting and their support of their mates who make a living from that business. Although they all share that trait, it is what also makes them each *very* special. □



# When Two Families and Two Careers Join Together...

Nancy and Don McClain seemed destined to meet.  
Now they're making their careers — and marriage work.

*Bob Wrolstad  
Omaha Recruiting Battalion*

**I**t all started in Indianapolis when SSgt. Don McClain was attending recruiting school. McClain kept asking a woman he met to show him around the city.

She kept putting him off, not saying yes or no. Like any good recruiter, he started looking for other prospects and offered the woman's friend, Nancy, a free dinner for a tour of Indianapolis. He seemed like a nice guy, so Nancy said yes.

The two wasted no time getting to know each other and the casual acquaintanceship blossomed into a romance. By the time McClain graduated, he had proposed and she had accepted.

Although he didn't tell her then, McClain wanted Nancy to return to Lincoln, Neb., as soon as he left Indianapolis. But like himself, Nancy was divorced and raising a family on her own. Also, Nancy had a very good job in Indianapolis. So McClain returned home alone to his new job at the Lincoln Metro recruiting station.

He had no sooner returned home when Nancy called and informed him she was coming to Lincoln for a visit and to check out job opportunities. She found a job the very first day of her visit. She told McClain the words he'd been waiting to hear, "I'm moving to Lincoln to be near you."

Once in Lincoln, even though the two were not yet married, Nancy decided to become involved in McClain's work. According to Nancy, "I had never been involved in the military before, so I thought by going down to Don's work and getting involved, I could learn."

She started by helping to decorate the station. She followed by learning to operate the JOIN. She accompanied McClain to all his Scholar/Athlete award presentations last year, and took photos for station publicity. She even volunteered to be a part-time secretary for the station, but was told no.

Capt. Paul Croteau, Lincoln company commander, was so impressed with Nancy's involvement in recruiting that he asked her to become a company ACS volunteer. Nancy accepted and attended the ACS course at Fort Benjamin Harrison, Ind., last October. As part of her ACS work, she does a company newsletter each month for recruiters and their families.

Keep in mind she is also employed full-time, does church



*SSgt. Donald W. McClain and his wife, Nancy.*

volunteer work and enjoys several hobbies. She attends school in the evenings and hopes to earn her associate's degree in court reporting soon. And, oh yes, the McClain's are also busy raising their four children together — one from Don's and three from Nancy's previous marriage.

How does she make it all work? "I look at recruiting differently than most wives. Having been involved in sales myself for many years, I know the recruiters have a lot of pressure put on them to be successful."

Don McClain agrees. "As a recruiter, having a wife that supports me as much as Nancy does is a tremendous asset. The fact she understands recruiting and sales pressures helps reduce the pressure I feel."

And yes, they did finally get married. On Friday the 13th of December — a lucky day for them.

If all this devotion to her husband's job sounds a little odd for a mid-80s career woman, hold on for a second. Nancy McClain has some ideas about that, too. "Don and I have an agreement. I accept the fact the Army is number one as long as that is his career. But upon retirement, I'll be number one and then we do whatever my little heart desires." □

# TWO VIEWS:

## *The NCO's Family*

Jan Ferlisi

St. Louis Recruiting Battalion

Susan Gossett looks at her life and says, "The Army is, well, cozy. That's the way I would describe it. The feeling of security. Like food on the table. And I like it."

As the wife of Effingham, Ill., recruiter SFC Lawrence Gossett, she speaks from experience. She and Larry will celebrate their fourteenth wedding anniversary this month. Since the day they married, Susan has been an Army wife. Together they've experienced Army life at three Army posts and five recruiting stations.

Of recruiting she says, "Oh, it has its ups and downs; its continuing pressures. The first year was the hardest. You're used to having him home by four and he works till ten — that kind of thing. It was quite an adjustment to make. But living in San Diego, we had the best of both worlds, military and civilian, and all the perks made up for the pressures.

"Now we're living in a rural area and it's real culture shock," she says. The Gossetts make their home in Teutopolis, a kind of bedroom community for Effingham. There is, of course, no PX, no community club, no post hospital — all the things that make life a little easier for the Army family.

"And, another thing, it's hard to shake off the feeling of being an outsider," she says. "But I decided a long time ago that if you grit your teeth and stand your ground and make



*Susan Gossett and children, Bobby, Jim, and Cyndi.*

up your mind that you *are* going to be a part of the community and take part in it, and that you are going to have your kids take part and be a part and that you are going to *like* it, then that has a good chance of happening."

Winding up her reflections on life as a recruiter's wife, Susan says the culture shock of making new friends is felt by the kids, too, but she doesn't have a lot of worry on that score.

She laughs when she recalls that when Bobby told his school friends that he was born in Hawaii, they didn't believe him. They thought he just made that up to appear glamorous. The well-traveled Army kid in a rural setting is truly 'a stranger in a strange land.'

"The first couple of weeks might be a little hard for them, but after that they just start fitting right in," she says.

A big part of that "fitting right in" is the result of the preparation that Larry and Susan make for them, the support they give their children to face new ways and new days. And, most of all, the love.

That love comes back, she says, in the wondrous way of children. For example, she recalls that recently she found Cyndi drawing on a piece of paper on the floor. As the drawing took form, she saw that Cyndi had made a large heart with decorations all around it. And in the center of the heart was one word — "ARMY." □



# The Officer's Family

Jan Ferlisi

St. Louis Recruiting Battalion

There is another kind of recruiting family...another kind of wife...another perspective on Army life. That is the family of the officer involved in recruiting. It is not totally different from that of the enlisted recruiter. Both share many of the same problems that recruiting can bring: separation, pressure, fatigue, disappointment. In some ways—income, mainly—the officer's comes out ahead. In terms of wider responsibilities which can lead to greater stress and separation, it's often rougher for the officer's family.

Mary Lou Grow, wife of Capt. Thomas D. Grow, St. Charles, Mo. company commander, St. Louis battalion, is enthusiastic about the Army and Army life. Even the Army recruiting life doesn't faze her. "It's really different," she agrees, "but getting away from the post and into recruiting certainly gives you a new perspective on the Army."

"I don't want to sound like Goodie Two Shoes, but I really love it. It's a good life."

Some of the reason for her enthusiasm comes from the military background on both sides of the family. Mary Lou's father, William R. Bentley, is a retired Army colonel; Tom's grandfather was Maj. Gen. R. W. Grow of World War II armor fame; his brother, Robert, formerly a staff sergeant with the Special Forces at Ft. Bragg, is now in Officer Candidate School.

So, when Mary Lou says, "I love the Army," she really means it.

When Tom and Mary Lou moved last summer to St. Charles, a dignified old river town that is now a burgeoning St. Louis bedroom community, they came fresh from four years at Fort Benning,

one of the country's choice Army posts.

The Grow's, with their daughters, Sarah, 8, and Elizabeth, 6, found the transition decidedly different. "Here we were at Fort Benning," Mary Lou says, "wrapped in the cotton wool of the military community and all it can offer to a soldier's family, and then transported to a civilian community like St. Charles—well, yes, it was quite a change.

"You know, it's really hard to make friends when you are 'new military' in an established, older, civilian neighbor-

hood. But I have just now found one real good friend, and I know I will find more," she adds. Most of the Grow's neighbors are considerably older than their neighbors on the post; many are retired couples. Some are young families, but the wives work outside the home and there is little time for yard-side conversation.

Mississippi River in Illinois, are a good long ride from St. Charles, but, nonetheless, attainable. "I like the clinic; we get such good service there," Mary Lou says. "They see you right away."

"I don't see how a lot of our neighbors make it, with money so tight these days," she says. "We are so lucky to have a steady job and all the Army benefits. We can thank the Army for a good life in spite of the long hours and separations."



Cpt. and Mrs. Thomas D. Grow with daughters Sarah and Elizabeth.

hood. But I have just now found one real good friend, and I know I will find more," she adds. Most of the Grow's neighbors are considerably older than their neighbors on the post; many are retired couples. Some are young families, but the wives work outside the home and there is little time for yard-side conversation.

"I love being so close to St. Louis, though," she notes. The medical facilities, clubs, and commissaries of Scott Air Force Base and the Army Support Center at Granite City, both across the

a family and that makes up for the days apart," she adds.

She has a positive attitude, too, about the family's ability to fit in with the St. Charles community. Helping out at school by participating in daughter Elizabeth's kindergarten class once a week, joining a group in her church parish, and getting people interested in crafts — all form a nucleus of community involvement which she plans to expand. Her family comes first with Mary Lou, but her enthusiasm extends to all around her. □

# ACS goes to the field ...helps recruiting members and mission.

*J. Posey Seletsky  
HQ USAREC*

**S**t. Louis battalion recruiters weren't sure that having an ACS volunteer in their company or station was a good idea. But that was before the recruiter's ACS program was started.

Now, after just a year in service, the recruiters have discovered that the program is their strong ally. They found that ACS has taken responsibility for helping to improve the quality of their lives by responding to problems — sometimes more quickly than through military channels — and by acting as a civilian contact to the local community. And yes, ACS has even helped them make mission.

"The life of an Army recruiter is very demanding," says Capt. Walter Krupco, St. Louis ACS Officer, "and ACS is there to assist with personal difficulties which may occur."

ACS in recruiting differs from that of a military installation's mainly because of the distances most recruiters live from their battalion's headquarters. The post has services readily available; the field does not. According to Krupco, that is not necessarily a handicap.

"With a positive point of view," he said, "we soon found that we actually had more resources because we had the entire community to draw from."

In no time at all, the St. Louis battalion discovered that ACS volunteers can do a lot to improve the quality of life for all members of the recruiting family. Because these ACS volunteers are mostly recruiters' spouses, they know exactly what is needed to make life happier and easier to live in the environment of the field recruiter. Ultimately, these ACS volunteers do much to help recruiters make mission.

## **RECIPROCAL TRAINING STARTS**

Training of ACS volunteers and military liaison people in USAREC is currently going on at most battalions.

ACS volunteers are instructed to determine what resources the town has that might be of help to the recruiters and their families who live there. They also seek ways for recruiters and their families to contribute their time and to become involved in their communities in order to become a part of them.

ACS volunteers establish contacts with the organizers of their community's various activities, groups or facilities. Coincidentally, some Army accessions are directly attributed to these contacts made with a town's centers of influence.

Trained ACS volunteers, working with the battalion ACS officer, pass on what they've learned about a community to company and station commanders. Recruiters reciprocate by training their volunteers in the sales techniques that they find useful in dealing with the community.

In St. Louis, company level recruiter training includes the family, with a corresponding training and recreational program set up for them by ACS.



## SPONSORING SPOUSES

Of all the programs offered by ACS, the most used and most valued is the Hospitality/Spouse Sponsorship Program which parallels the military sponsorship program. Incoming spouses to the St. Louis battalion can expect to be welcomed by their commander, sponsors, and ACS volunteers prior to their arrival. Communiques will include assignment and area information as well as requests for anticipated needs.

Patricia Schroeder, St. Louis battalion's ACS volunteer of the year for 1985, feels that first impressions are very important. "A family can be turned off or inspired by their initial reception. It's our purpose to ensure that it's a positive experience."

A system is also in place for sponsoring families who are out-processing.

## ACS WILL GROW

Strong ACS programs are providing a sense of community throughout the Recruiting Command. Clearly, volunteers are the source of each program's strength. By that measure, St. Louis' program is certainly a strong one.

During 1985, 42 volunteers donated 5403 hours to the St. Louis battalion ACS program. Most of these hours were spent with over 600 information and referral actions.

*"You can't stop when you get a 'no' answer..."*

"We have a full range of services," assures Susan Gossett, 1986 ACS supervisor. "We work hand in hand with other military agencies and the civilian community to find the best solution to a request or problem, whatever it may be."

Volunteers agree that the secret to giving a helpful referral is having sufficient information at your fingertips. This takes time and effort, which is something ACS volunteers know about.

"You can't stop when you get a 'no' answer," says volunteer Kathie Boyer. "You

have to get involved in the Army organization and the community. You soon find out that you are getting more in return than you give. People want to help."

ACS is not restricted by the same regulations that effect the military member and does not have to go through military channels. For that reason, the ACS volunteer can respond quickly to problems, coming up with immediate plans of action.

## "JOIN UP" SAYS KRUPCO

In addition to Spouse Sponsorship and Information and Referral programs, the company and station level ACS services provide for emergency assistance, recreational activities, scheduled volunteer availability, feedback, and more.

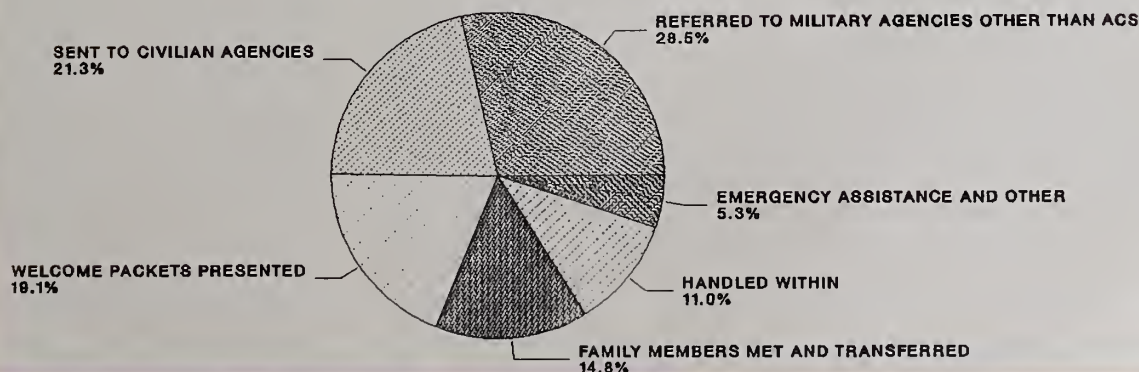
Another volunteer, Barbara Mathis, puts it this way, "If we can take care of everything else and let the recruiters concentrate on making mission, then we've done our job."

Krupco is often asked what spouses can do to help their mates make mission. The answer is easy:

Join ACS. □

## ST. LOUIS BATTALION ACS INFORMATION AND REFERRAL CASES

1985 DISTRIBUTION  
TOTAL CASES = 607



# Making ACS Work:

*It takes time, self-sacrifice and energy.  
Cathy Clark has it all.*

*Dorothy Summers  
Indianapolis Recruiting Battalion*

**D**ynamite and Cathy Clark share a common bond. *They're both full of energy.*

Wife of SFC Class Arthur Clark, recruiter at Richmond, Ind., she quakes with excitement when talking about the Army Community Services program. In Richmond, Ind., the 5' 7" dynamo is one of two ACS company representatives. Splitting the workload with her is Donna Byrne, wife of New Castle's first sergeant, Joe Byrne.

"Not only do we have an ACS volunteer for each recruiting station in the New Castle area, but just recently, Carol Kilfoile, wife of SFC Class Daniel Kilfoile, volunteered her services," adds Cathy as she beams with pride.

She hasn't always known about ACS; a year ago, she wasn't involved in the program. "When Arthur decided to become a full-time Reservist, we relocated from Pendleton, Ind., to Richmond. We had a horrible moving problem and there wasn't anyone here who could help," she explained. "I had to become self-reliant and that included becoming a handyman when necessary. With Arthur at work and the three children in school, I found myself with nothing to do; I was bored. I talked to Capt. Francis Diemer, administrative officer, and Bobbie Frank, the battalion commander's secretary, and in November, 1985, I found myself at USAREC studying the ACS program."

"Since there are always recruiters coming aboard, I check regularly to find out when new recruiters are arriving, the recruiter's and wife's name, telephone number and assigned area. Then I call the ACS volunteer in that area and relay the information. She, in turn, con-

tacts the incoming couple, gives information on the assigned area and offers assistance," says Clark.

"In the New Castle area, we've gotten fantastic support from the local chambers of commerce and they also provide us with rental information.

"Many wives," adds Clark, "may not be familiar with the ACS program. Its function is to provide support, friendship and above all...trust to one another. At our luncheons, if a wife has a problem and wants to discuss it with us, we listen and try to help. But this organization is not for gossipers or nitpickers. We, in ACS, also provide support by acting as an information and referral service."

## GOOD INFORMATION

Clark and her volunteers maintain a list of essential services along with the address, phone numbers and when possible, points of contact. Those essential services include: hospitals, schools, churches, utilities, cleaners, Fort Harrison facilities, speech and hearing impairment agencies, volunteer referral centers, employment agencies, Salvation Army centers, planned parenthood facilities, and battered wife shelters.

"This year, we're going to start a total lending closet for the New Castle area. That will be maintained at company level. Right now we need drapes, dishes, pans, sheets—anything that wives would like to donate.

"In addition to welcoming new recruiters and their families into the community, we ask our volunteers once a week to phone the wives located in their recruiting station area. The call doesn't have to take 30 minutes. It can be as short as three. The purpose of the call is to let the wife know she has friends—we care—we will help.

As an ACS volunteer, Clark says she asks for only two hours a week from others, but she may work 10 or 20. Her office is either at her husband's desk when he's on an appointment or any vacant desk that's available.



*Cathy Clark*

## IT'S NOT EASY

"We've run into some obstacles," claims Clark. "Bloomington, Lafayette and Fort Wayne will lose three ACS volunteers in six months to a year. I have some possibilities but no firm commitments. We need those commitments. Another problem is we don't have ACS volunteers for each recruiting station in the other areas. Those volunteers in Metro, Bloomington, Fort Wayne and Lafayette need supporters. Having more volunteers would lighten their load plus widen the effectiveness of the program.

"This program, in a way, helps augment our husbands and the type of support we can give them. It can help us understand their dejection and stress some days. If we understand, we can be strong for them. The ACS program has so much to offer and we as volunteers have so much to give.

"When we help others," says Clark, "we help ourselves. Those volunteer hours count and they can be used on employment resumes.'" □



# Recruiter Benefits help ease financial burdens

**W**hile assigned to the Recruiting Command, you may be entitled to additional pay and allowances not usually given to soldiers and their family members in the typical Army environment.

Variable Housing Allowance is applicable to soldiers assigned to duty in the continental United States or on an unaccompanied overseas tour when their dependents reside in an area of the CONUS which qualifies for VHA.

VHA rates vary by location and pay grade. It is not designed to pay the difference between Basic Allowance for Quarters and actual housing costs; rather, it is meant to supplement the BAQ.

Under this program, VHS payments are calculated individually for each soldier by comparing actual housing expenses to housing entitlements (BAQ plus VHA).

The method of calculating VHA changed on March 1, 1986. The new system, called "VHS Offset," was created because the old system allowed soldiers in some parts of the country to receive more money than their actual cost of housing.

To comply with the VHA Offset program, all soldiers receiving VHA must now verify their housing expenses through their chain of command to their servicing finance and accounting office.

Monthly housing expenses consist of mortgage or rent payments, personal property insurance and an amount calculated by the government for utility/maintenance expenses.

An additional allowance for recruiters is the Recruiter Expense Allowance.

Like an expense account, the Recruiter Expense Allowance provides reimbursement for actual and necessary expenses incurred in connection with recruiting duty.

Recruiters occasionally buy meals, snacks, or soft drinks for prospective enlistees. Sometimes, they may need to pay for copies of a birth certificate, grade transcript, or other required documents. Many recruiters also attend athletic events to meet prospective enlistees. The money for all of these out-of-pocket expenses come from REA.

The maximum REA payable in any one month is \$60. Under exceptional circumstances, the recruiting battalion commander may authorize REA in ex-

cess of this amount, but the exception must be authorized in advance.

It is the responsibility of the recruiter to keep a daily record of actual expenses. Your personnel staff NCO will have the necessary forms to be filled out and can answer any questions you may have.

The final type of benefit that recruiters receive is Special Duty Assignment Pay.

SDAP is a monetary incentive created to recognize the unusually demanding nature of recruiting.

During a recruiter's first three months of his initial assignment, he receives \$165 per month. Between four and nine months, he receives \$220 per month. Recruiters with over nine months' experience receive \$275 per month.

Guidance counselors receive \$275 per month, while staff recruiters, in-service recruiters and retention non-commissioned officers receive \$165 per month.

You receive SDAP with all your regular pay and allowances and, unlike the VHA or REA, it is taxable income.

Your PSNCO has more information and can answer any question you may have concerning these benefits. □

# Saving Your Life — and Career — from Alcohol and Drug Abuse

Alcohol and drugs are very real problems. Both deeply affect the soldier, the family and the Army.

In view of the need for a combat-ready Army in which every soldier is mentally alert and physically fit, the abuse of alcohol or drugs by a soldier cannot be tolerated.

An effective program to prevent and control alcohol and drug abuse is very important in the Recruiting Command. The day-to-day pressures of the recruiting environment can provide an all-too-easy temptation and alcohol and drugs become an escape to avoid confronting these problems.

The goal of the Army's ADAPCP is to *prevent* and *control* alcohol and drug abuse. The program is divided into two sections: one dealing with prevention and the other with controlling alcohol or drug abuse.

• **PREVENT ABUSE** — The goal of this aspect of the program is to discourage the abuse of alcohol and drugs by providing objective information on the consequences.

• **CONTROL ABUSE** — This aspect of the program involves the identification and rehabilitation of the soldier or family members with an alcohol or drug problem. A soldier who fails to show progress in a rehabilitation program or who repeatedly abuses the alcohol or drugs will be separated from the Army.

If you have an alcohol or drug problem, the first step is to recognize that

you have a problem and that you need help. The second step is to take the needed action to cure the problem by joining ADAPCP.

Involvement in this rehabilitation program is confidential and does not have a negative impact on your career. However, if you fail to seek help, you must face the consequences of your behavior and duty performance. □

## ALCOHOL AND DRUG ABUSE PREVENTION AND CONTROL PROGRAM

### Who is Eligible:

- Military Members
- Civilian Employees
- Reservists on Active Duty
- Family Members

### Where to go for Assistance:

- Chain of Command
- Alcohol and Drug Liaison Officer at Recruiting Battalion
- Alcohol and Drug Control Office at Military Installation
- Community Assistance Organization
- Minister

## Recruiter Selection

continued from p. 24

ers who will be top recruiters. That's the reason for all these evaluations, reports, security checks, financial checks, and character checks.

The Department of the Army realizes every good soldier — male or female — is not necessarily a good recruiter. Just like everyone else, soldiers have different abilities, different interests and different desires.

### MAKES TRANSFER WHEN SURE

"The CONUS nominee recruiter is not permanently assigned to USAREC

until he completes the school and is deemed acceptable by USAREC for further training."

Then — and not until then — is the applicant transferred to the Recruiting Command. At that time the applicant will find himself on a set of orders bound for a recruiting station where he will participate in USAREC's Transition Training and Evaluation Program (TTE) for nine months of comprehensive on-the-job experience.

"I've tried to tell you why," McAlister says, "every recruiter in the United States Army should be very proud of the training he receives, the assignments he is given, the responsibility he has for recruiting the finest young men and women in the world for the U.S. Army.

"But every recruiter — male and female, both — should be proud of the fact that he was considered good enough to be selected for recruiting duty. It is an honor attained by only a very few." □



# Mail Order Catalogs Bring PX to Your Door

*Capt. Mary-Ann Neri*  
*Army & Air Force Exchange Service*

**T**he Army and Air Force Exchange Service (AAFES) provides merchandise and services on Army posts all over the world, but for recruiters living far from installations a trip to the PX can be inconvenient. That is one of the reasons why the Exchange Mail Order Catalog and Military Clothing Mail Order Catalog were developed.

The Exchange Mail Order Catalog is published in two editions each year. The United States edition contains nearly 6,000 items which Congress has allowed exchange systems to sell in this country. The 12,000-item overseas edition also contains merchandise that cannot be sold in the United States because of Congressional restrictions.

All four services and the Coast Guard use both editions. Because of their assignment location, most recruiters use the U.S. edition. The Catalog Sales Center in Dallas sends copies to state-side recruiting units each year, while overseas recruiters must visit the exchange to pick up a copy.

Both editions supplement the kinds of products found in the average exchange and provide basic items to customers who cannot get to a main exchange store, according to Rex Keely, chief of catalog sales.

"Retail stores have space limitations, so they mostly sell items with high customer demand," Keely explained. "The catalog offers those items, plus the odd size, the exotic gift, or the top-of-the-line."

That is why the catalog features big-and-tall men's clothing, men's shoes in hard-to-fit sizes, and specialty items like

Omni-bot and Ver-bot, the first robots to be offered in an exchange catalog.

Because some suppliers can customize orders in the factory and send them direct to the customer, the catalog offers "Personally Yours" selections. Customers can order everything from dinnerware to grandfather clocks engraved with the names or initials of their choice.



Fitz and Floyd tableware and Reed and Barton silver are examples of the more expensive catalog items not carried in every exchange. The catalog also offers the basics, like small appliances and cookware, and the ever-popular camera, stereo, toy, and sporting goods sections.

Although the catalog offers men's suits, women's silk coordinates, shoes and running wear for both sexes, its clothing selection is not as wide as the choice available in the average exchange. "Any clothing we offer has to be available from the supplier year-round," Keely explained.

But the merchandise the catalog does offer is sold at a substantial savings. Catalog prices are based on exchange prices, which are generally 21 percent

lower than commercial retail prices—this does not include any tax. "Then we take an additional two-to-four percent off to offset shipping and handling fees," Keely said.

The Military Clothing Mail Order Catalog is developed by the AAFES Military Clothing Division and sent to Army and Air Force recruiting units all over the world. It contains all the standard items and most of the optional items found in Military Clothing Sales Stores. Customers can choose AAFES-procured items or less expensive "issue" goods. Military Clothing catalog prices are the same as MCSS prices and shipping and handling fees are absorbed by AAFES.

If your unit did not receive a Military Clothing Mail Order Catalog, write: HQ AAFES Military Clothing Division, P.O. Box 660202, Dallas, Texas, 75266-0202. The Military Clothing Division will send catalogs to unit addresses only.

Customers can charge purchases from both editions of the Exchange Mail Order Catalog and the Military Clothing Mail Order Catalog on MasterCard or VISA. If you use the order forms in the 1986 catalogs, write the credit card name, account number, and expiration date on the last line of the item description area.

Last December, the Catalog Sales Center issued New Exchange Mail Order Catalog order forms with credit card order blocks. If your unit did not receive the new forms, write for AAFES Form 4150-120 (revised in December 1985) to: Exchange Mail Order Catalog, P.O. Box 660211, Dallas, Texas, 75266-0211. Again, forms will be sent to unit addresses only. □

# Health Benefits for Military

## How to obtain health care in the civilian community.

**W**hile you are assigned to Recruiting Command, you may not be within commuting distance of the medical facilities normally found on a military installation. Therefore, it is important that you are aware of what is available and the procedures for obtaining health care in the civilian community and for reimbursement for the care you receive.

### DIRECT CARE

Direct care is for the soldier; not his or her family. Direct care means that all care is provided by Department of Defense medical treatment facilities or other federal medical facilities. The care that can not be provided by these facilities can be obtained from civilian sources but only after it has been cleared by the servicing MTF.

The recruiting battalion commander can approve care received from civilian sources which does not exceed \$250 per treatment. Care needed which exceeds \$250 must have prior approval from the servicing MTF. If this approval is not obtained prior to receiving care from a civilian source, the service member will be held liable and will have to pay the bill incurred from his or her own resources.

Emergency care does not require pre-authorization. Emergency medical care is limited to treatment for conditions which threaten loss of life, limb, or eyesight, resulting from accident or illness

of sudden onset, which is immediately necessary to prevent undue suffering, pain, or when the urgency of the situation does not permit obtaining the prior approval of the designated approving authority.

The soldier or some other person acting on behalf of the soldier must notify the unit Health Benefits Advisor, commander, and servicing MTF of any outpatient or inpatient emergency medical care received. The notification must be made as soon as practical after receipt of the medical care.

### CHAMPUS

CHAMPUS (Civilian Health and Medical Program of the Uniformed Services) is a Defense Department health benefits program for service families — not for active-duty military members.

CHAMPUS helps pay for most of the medical care you need if you aren't able to get the care you need from the nearest military hospital, or if you live too far away to go there for treatment. The military hospital's health benefits advisor can tell you if you'll be required to try the service facility first for inpatient care.

CHAMPUS "allowable charges" are the amounts CHAMPUS has determined are reasonable fees for care that is provided in your state. For care covered by CHAMPUS, the military family always pays part of the costs. The

part paid by the patient's family is called the "cost-share". Active duty families pay 20% of the costs of care provided.

- **Participating Providers** — Are those providers who will accept the CHAMPUS allowable charge *only* to pay for their services. You still pay for 20% of the care, however. Usually, the provider submits the claim to CHAMPUS. CHAMPUS pays its part of the bill directly to the provider and the patient pays his or her part after CHAMPUS pays its portion.

- **Non-Participating Providers** — Are those providers who will be paid according to their usual billing practices. That means they usually charge more than CHAMPUS's allowable charge. The patient pays the provider and then submits a claim to CHAMPUS. The patient — not the care provider — is reimbursed for CHAMPUS's portion of the allowable charge. The patient assumes responsibility for his or her portion of the allowable charge plus any amount that exceeds the allowable charge.

Family members may use civilian facilities for outpatient care, regardless of the distance from the servicing MTF. Outpatient care under CHAMPUS is cost-shared between the patient and the government.

If the family lives within certain defined geographical areas, its members must use the military or federal MTF servicing that area for nonemergency inpatient hospital care at government ex-



# y Families

## Army Expands Job Services for Families

pense. If these facilities cannot provide the care needed, the MTF will arrange for obtaining and paying for the required care from civilian sources. Limitations are based on space facilities and the capacity of the MTF professional staff.

If the military or other federal facility cannot provide the non-emergency inpatient care needed, it should furnish a nonavailability statement to that effect.

Emergency care for family members at civilian facilities may be obtained without prior approval. A medical emergency must involve the sudden and unexpected onset of a medical condition or an acute attack of a chronic condition which is threatening to life, limb or sight, and requires immediate attention.

Be aware that all claims are checked against DEERS (Defense Enrollment Eligibility Reporting System) to determine if the patient is eligible to receive benefits. This is why it is so important all your family members are enrolled *before* care is provided. Otherwise claims can not be paid, and care will not be provided.

This brief overview is offered as an introduction only to the CHAMPUS and direct care benefits systems. Your battalion, brigade or HQ USAREC Health Benefits Advisor has much more information available. Get to know this individual. They hold the key to one of your most important Army benefits. □

**F**amily members possess many valuable skills needed to carry out the Army's worldwide mission. Almost half of the spouses of soldiers and civilians work. But family members often face personal stress and financial hardships because of the difficulty in maintaining continuity in employment when the soldier is re-assigned from one duty station to another.

In recognition of these realities and the belief that family member satisfaction has a profound effect on the Army's ability to recruit and retain personnel, the Army has started a program to expand employment services. The following kinds of employment assistance are now available to family members.

- The DA Family Member Priority Placement Program. A systematic means of referral and placement for Army family members employed by the Army who accompany their spouses on a CONUS-to-CONUS PCS (including Hawaii and Alaska).

- Executive Order 12362 (Appointment of Former Overseas Employees). Permits non-competitive appointment in CONUS of eligible family members after they have served in an overseas local hire appointment.

- One-stop employment information centers. Established to make it easier for family members to find out which government and private sector jobs are available in the area and to obtain help in applying for these jobs.

The center brings together representatives and information from local area employers at one location. More than ten centers are now operational and an additional 23 centers are being developed.

Army Community Service volunteers, civilian personnel office employees, and private sector employer representatives are working together to make one stop centers a model of employment assistance.

USAREC activities are serviced by 48 different operating civilian personnel offices. Employees and their families may obtain more information on the family member employment program from their nearest Army civilian personnel office.

If you have never worked for the federal government before, you should begin the employment process by contacting one of the Office of Personnel Management's (OPM) Federal Job Information Centers, the local state employment service office, local federal government personnel office, or the civilian personnel office at a nearby military installation.

OPM provides information on federal job availability, rates applicants and refers them to agencies for employment consideration.

If you are not sure what kind of work you want, members of the offices mentioned above may be able to suggest a type of work for which your education and experience might qualify you.

*(Reprinted from the Army Personnel Bulletin)* □

**Every recruiter has  
good reasons to be  
proud of himself!**



# Recruiter Selection

**S**o you're a recruiter?  
So what?  
So you ought to be pretty proud of yourself, for one thing. It means that a lot of people wanted you pretty badly, that they checked you over very carefully, and that they groomed you for one of the most important jobs in the U.S. Army!

This is the day of the all-recruited Army. And that means that without recruiters there just wouldn't be an Army of any size in a very short time.

Capt. Mark L. McAlister, Chief, Personnel Actions Branch is responsible for the selection and assignment of Regular Army recruiters.

McAlister pointed out that "15 percent of the Regular Army recruiting force is made up of volunteers, and that the remaining 85 percent is composed of soldiers who have been nominated for recruiter duty by their designated career branches."

## **FEW ARE ELIGIBLE**

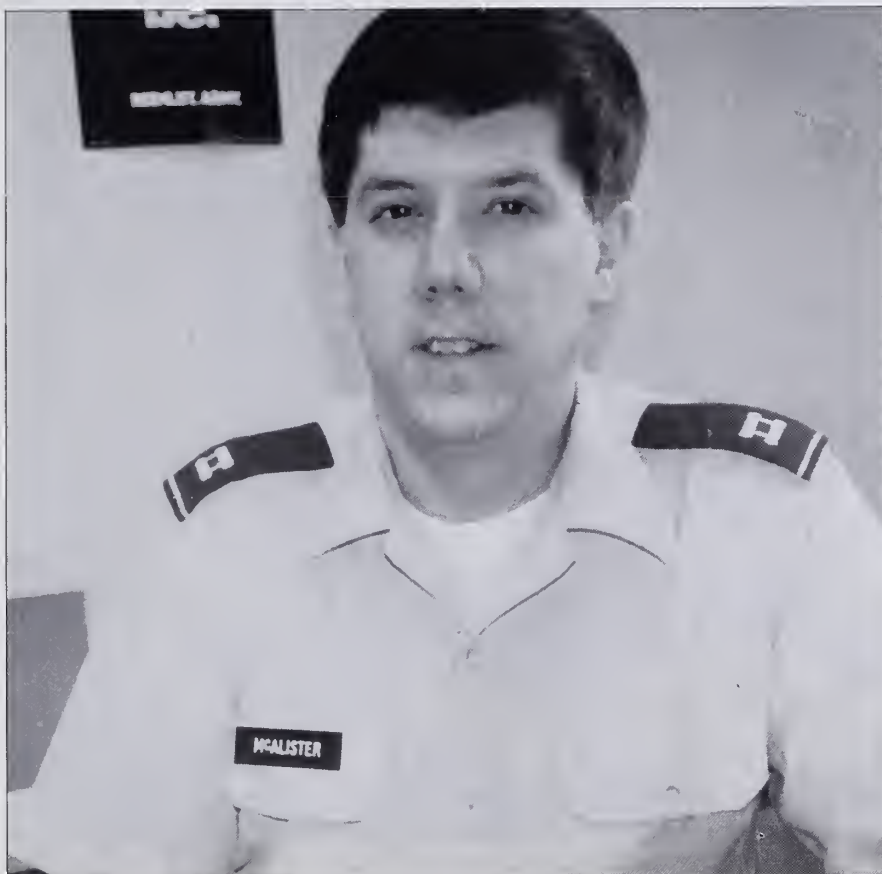
To become a recruiter — either as a volunteer or as a selectee — the soldier must meet all the criteria set forth in AR 601-1.

If it's been a while since you've become a recruiter, you may have forgotten just how rigid these requirements are. Very few soldiers meet them all. Those who can should be proud of that fact. They are in a select company of the Army's best.

These are just a few of the requirements that volunteers or nominees must meet before they are eligible for selection as recruiters:

- Be a U.S. citizen.
- Be a high school graduate with a diploma, or have one year of college with a high school G.E.D.





*Capt. Mark L. McAlister*

- Have a minimum GT score of 110 (waivable to 100) with an ST score of 200.
- Be at least 21 years old, but not more than 35 years old at time of selection.
- Be a sergeant, staff sergeant or sergeant first class.
- Have at least four years in service.
- Not be currently assigned to the Military Entrance Processing Command.
- Possess excellent military appearance and bearing.
- Never have been convicted by a civilian court or military court-martial.
- Not be a sole parent.
- Be financially stable.

#### **VOLUNTEERS OR NOMINEES**

According to McAlister, "a soldier can volunteer for recruiting service from any

branch of the Army. He or she fills out a DA Form 4187, Request for Personnel Action, and sends it to MILPERCEN through command channels, along with the necessary attachments. These include DA Form 5425-R, Commander's Evaluation, and DA Form 5425-R, Applicant/Nominee Personal Financial Statement.

"When it comes to the selection of the detailed recruiting force — 85 percent of the entire force — the designated career branches at MILPERCEN are tasked to provide nominees who meet the qualifying criteria for Army recruiters."

#### **BRANCH DOES NOT SELECT**

McAlister points out that at no time does the career branch in any way attempt to influence who will be further processed for recruiting and who will not.

"This is not a case of 'bad' soldiers, 'good' soldiers, 'better' soldiers, or 'best' soldiers," says McAlister. Designated career branches nominate soldiers who would appear to meet Recruiting Command requirements. Any selection of one soldier over another is done further down the line during the recruiter selecting process.

"Even if 'good' soldiers could be identified at this point, there would be no point in the career branch trying to keep them. The 'good' soldier who is assigned to the Recruiting Command will continue to reflect credit on his career branch. This, in itself, benefits the career branch."

When the detailed recruiter is returned to his career branch at the end of his three-year recruiting assignment, he will be a good soldier who has become even better because of the broadening experience of his recruiting work.

"On the other hand," says McAlister, "there's no point in a branch trying to get rid of 'bad' soldiers by earmarking them for the Recruiting Command. 'Bad' is a *very* bad word when it's applied to soldiers, because the soldier may not be 'bad' at all. If he is 'bad' the Recruiting Command will probably find he doesn't meet their needs either, so he'll be passed back to the career branch."

#### **BRANCHES STARTS LIST**

But let's get back to the detailed recruiter. Designated career branches submitted a list of soldiers to the MILPERCEN Recruiter Branch. These are soldiers — male and female — who appear to meet the selection criteria for detailed recruiters.

MILPERCEN Recruiter Branch then evaluated the soldiers on these lists, selected those names it wanted to check



*Sgt. Donna L. Wise, SSgt. Thomas G. Brown and Capt. Mark L. McAlister bring AR school records up to date.*

further, and notified each of those nominees through channels that he had been tentatively selected for recruiting duty.

The nominees and their commanders then start working on the forms which will eventually be merged into packets that will be evaluated at MILPERCEN and from which final selection of recruiters will be made.

The final contents of this package consists of DA Form 5425-R, Applicant/Nominee Personal Financial Statement; DA Form 5426-R, Commander's Evaluation; DA Form 5427-R, Commander's Assessment of Recruiter Candidate; and DA Forms 2A and 2-1.

Nominees and volunteers not selected for recruiting duty by MILPERCEN will be notified through command channels. Those who are selected for tentative recruiting duty will be notified by MILPERCEN and scheduled for attendance at the Army Recruiter Course.

### **INVESTIGATIONS INSURE BEST**

McAlister has this to add about recruiter selection: "Recruiters should note with pride that DA takes every precaution to be certain that the soldier being considered for the Recruiting Command has the qualifications that

will permit him to be successful in that job.

"MILPERCEN initiates a security investigation through the Crime Records at Holabird, Md. If the recruiter candidate is stationed overseas, he is screened — sometimes more than once — by liaison representatives of USAREC in Germany. A final screening is done at the schoolhouse at Fort Benjamin Harrison, Ind. Also during this period, the financial backgrounds of these possible recruiters are thoroughly checked."

The Army considers recruiting to be an all-important part of both its long-range and day-to-day operations. It wants only those soldiers to be recruit-

**continued on pg. 18**



# Stripes Come Faster to Recruiters?

*Promotion  
figures prove  
they do.*

In 1985, the Army considered 46,087 staff sergeants for promotion to sergeant first class. Soldiers in all MOS classifications were considered. The board promoted 9,106 of these staff sergeants to sergeant first class. That is a promotion rate of 19.8 percent!

But take a look at the promotion rate in recruiting. In that same year, the Army considered 340 staff sergeant OOR recruiters for promotion to sergeant first class. A total of 172 of these were selected for promotion. That's a promotion rate of 50.6 percent for recruiters — quite a bit higher than the 19.8 percent promoted to that grade in the Army generally.

# Stripes

*That's just one proof that promotions do come faster to recruiters!*

Just how good are our figures? They come directly from the people who know. These are the people who work all day long — every day — with the personnel facts, figures, and projections that affect recruiters. These two men are SGM Max R. Jenkins, sergeant major of the Personnel Services Division, and SFC (promotable) John J. Myers, NCOIC of the Enlisted Management Branch of the Personnel Services Division.

They can tell you just about everything you want to know about the movement of recruiters. It was SFC Myers, for example, who explained that the recruiting force is made up of OOR recruiters and detailed recruiters. The OOR recruiters, who make up 40 percent of the recruiting force, are known as cadre or career recruiters. The other 60 percent of the recruiting force is made up of soldiers who have been detailed to the Recruiting Command by their own branch (e.g., infantry, armor, or military police) and who were accepted by the OOR branch at MILPERCEN.

"USAREC is proud of its recruiters, both detailed and cadre," says Jenkins, "and it has every reason to be. It's impressive to see month after month how well they do in rolling up the figures needed to meet or exceed mission box.

"Detailed recruiters can apply for reclassification to the MOS OOR at the end of 24 months of recruiting service — and many of them do. During FY85, some 542 detailed recruiters were approved for reclassification to the recruiting MOS."

Myers noted that the OOR recruiters — the cadre or career recruiters — tend to be a little older and a little more experienced than the detailed recruiters. This usually means that these career recruiters tend to fill the role of the trainer or career counselor.

Department of the Army promotion selection boards first consider for promotion those soldiers who are in the primary zone of consideration. Every attention is given to their qualifications before soldiers in the secondary zone are considered.

In the primary zone, 139 of 262 OOR recruiters under consideration were selected for promotion to sergeant first class. That is a promotion rate of 53.1 percent. The promotion to that grade for all MOSs throughout the Army in the primary zone was only 25.9 percent.

Recruiters in the secondary zone of consideration made out even better at this level. The promotion rate from staff sergeant to sergeant first class for these recruiters was 42.3 per-



*SGM Max Jenkins and SFC John Myers discuss E-6 and E-7 promotions*

cent — almost five times as great as the 8.7 percent rate which applies to sergeant first class secondary zone for the Army as a whole. This is quite an advantage for "red hot" recruiters in the secondary zone — those younger recruiters who are working very hard and "very smart" in an attempt to beat out the more experienced primary zone soldier in the contest for promotion.

We asked Myers for the profile of a typical recruiter. "Statistically," said Myers, "the Regular Army recruiter is a staff sergeant. In his previous assignment, he was commander of an M-48 or M-60 tank; he has had eight years of Army service; and he is 34 years old.

"The average RA recruiter," Myers continued, "has three dependents, he has one year of college, and he is serving a three-year detail. Fifteen percent of them are volunteers for the job, and 85 percent of recruiters are selectees."

The profile of the average USAR/AGR recruiter is similar. The big difference is that 99.5 percent of these Reserve recruiters are volunteers.

"Soldiers — male or female — who think they might be interested in a career in recruiting and think they might do well at it" said Myers, "should investigate the situation. It's very rewarding work for the right person. You are pretty much on your own. Your own actions very much determine your own success. And the stripes do come faster! Promotion figures prove that!" □





# The Top 56 Club

1st QTR FY 86

*Inquiries regarding awards should be directed to the HQ  
USAREC Awards Branch, Commercial: (312) 926-3902 or  
AUTOVON: 459-3902.*

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## Regular Army

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ALBANY	SSgt. Anthony L. Booker	LOS ANGELES	SFC William E. McKnight
ALBUQUERQUE	SSgt. Roger K. Hattersley	LOUISVILLE	SFC Earl W. Mike
ATLANTA	SSgt. Reese J. Stewart	MIAMI	SFC James W. Breazeale III
BALTIMORE	SSgt. Kent I. Richardson	MILWAUKEE	SSgt. Jon G. Moore
BECKLEY	SFC Gary W. Woodward	MINNEAPOLIS	SSgt. Manuel L. Bencomo
BOSTON	Sgt. William M. Brown	MONTGOMERY	SSgt. Tony A. Moses
CHARLOTTE	SSgt. Donald McPhaul	NASHVILLE	SSgt. Abner R. Broadnax
CHICAGO	SFC Johnny Ivory Jr.	NEW HAVEN	SSgt. Paulette M. Winter
CINCINNATI	SSgt. Timothy A. Joslin	NEW ORLEANS	SSgt. Eddie Cooks
CLEVELAND	SSgt. David L. Rush	NEWBURGH	SFC Eddie J. Dumas
COLUMBIA	SFC Claudette Sanders	OKLAHOMA CITY	SFC Ernest Hosea
COLUMBUS	SSgt. Steven Poff	OMAHA	SSgt. Danny L. Prochaska
CONCORD	SFC Michael K. Lussier	PEORIA	SSgt. Gary S. Grenier
DALLAS	SFC Larry E. Teel	PHILADELPHIA	SFC Felix Sanchez-Martinez
DENVER	SFC John M. Thomas	PHOENIX	SSgt. Lee C. Jarvis
DES MOINES	SSgt. Douglas T. Lewis Jr.	PITTSBURGH	SSgt. James McLean
DETROIT	SFC Patrick F. Beall	PORTLAND	SSgt. Stephen K. Taylor
FT. MONMOUTH	SSgt. Randall Rhinesmith	RALEIGH	SSgt. Jay Fain
HARRISBURG	SSgt. Dennis T. Allinder	RICHMOND	SSgt. Frank Edmonds
HONOLULU	SSgt. Roy E. Smith	SACRAMENTO	Sgt. Joel M. Tiotuico
HOUSTON	SSgt. Rayfield Hughes Jr.	SALT LAKE CITY	SSgt. John P. Bosch
INDIANAPOLIS	SSgt. Darrell D. Bault	SAN ANTONIO	SSgt. Harvey Parrish Jr.
JACKSON	SSgt. Ralph T. Williams II	SAN FRANCISCO	SSgt. Teodoro San Luis
JACKSONVILLE	SSgt. Ricky E. Allen	SAN JUAN	SSgt. Mario Feliciano
KANSAS CITY	SFC Robert L. Heinert	SANTA ANA	SSgt. Aurthur C. Thomas
LANSING	SFC Vern F. Roach	SEATTLE	SSgt. Richard L. Truitt
LITTLE ROCK	SFC John W. Kieser	ST. LOUIS	SSgt. Eddie H. Wyatt
LONG ISLAND	Sgt. Charles Brown	SYRACUSE	SSgt. Harvey D. Offley

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## Army Reserve

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ALBANY	Sgt. Anthony J. Uvino	LOS ANGELES	SFC Larry J. Markham
ALBUQUERQUE	Sgt. Gene H. Webb Jr.	LOUISVILLE	SFC David R. Fergie
ATLANTA	SSgt. Lee S. Brown	MIAMI	SSgt. Oscar Ali
BALTIMORE	SSgt. Daniel J. Romanchik	MILWAUKEE	Sgt. William H. Mumme
BECKLEY	SFC Jack H. Burke Jr.	MINNEAPOLIS	SFC Eldon E. Faupel
BOSTON	SSgt. George M. Clark Jr.	MONTGOMERY	SSgt. Timothy Pickett
CHARLOTTE	SFC Robert M. Swann	NASHVILLE	Sgt. Frank A. Logsdon
CHICAGO	SFC Laureano Santiago	NEW HAVEN	Sgt. Ralph L. Wadkins
CINCINNATI	SSgt. William H. Poff	NEW ORLEANS	SSgt. Yolanda Smith
CLEVELAND	SFC Judy A. Burks	NEWBURGH	Sgt. Richard D. Roman
COLUMBIA	SFC Isaac Martin	OKLAHOMA CITY	Sgt. Wendell C. Allen Jr.
COLUMBUS	SSgt. Ronnie Braham	OMAHA	SSgt. Roy L. Wakefield
CONCORD	SFC Albert Lamontagne	PEORIA	SFC Johnathan A. Neil
DALLAS	SFC David H. Thornton	PHILADELPHIA	Sgt. Elroy Johnson
DENVER	SSgt. Ronald Miller	PHOENIX	Sgt. Stephen T. Whipp
DES MOINES	SSgt. John J. Jenkins	PITTSBURGH	SSgt. Donald Hughes
DETROIT	SFC Roger D. Furguson	PORTLAND	SFC Patrick J. Koller
FT. MONMOUTH	SFC Donald Thelen	RALEIGH	SFC James Ivey
HARRISBURG	Mr. Guy W. Hanley	RICHMOND	Sgt. Patricia H. Fowler
HONOLULU	SFC Heidrun H. Horton	SACRAMENTO	Sgt. Henry C. Yanez Jr.
HOUSTON	SFC Leon Saxton Jr.	SALT LAKE CITY	SFC William V. Swenson
INDIANAPOLIS	SFC Jean C. Allen	SAN ANTONIO	SFC John M. Ratcliffe
JACKSON	SSgt. Janice L. Pierce	SAN FRANCISCO	SFC Thomas Young
JACKSONVILLE	Mr. Donald Burgess	SAN JUAN	Mr. Felix Arroyo-Rosado
KANSAS CITY	SFC James L. Carvel	SANTA ANA	SSgt. John D. McDonald
LANSING	SFC Bruce L. Reges	SEATTLE	SFC James C. Meddock
LITTLE ROCK	Sgt. Harold C. Treadway	ST. LOUIS	SFC Serena J. Rowan
LONG ISLAND	SFC Aubrey H. Sylvester	SYRACUSE	SFC Kenneth Diaz



## Greenwood recognized for promoting positive image of American soldier

The Sacramento battalion officially recognized country music entertainer Lee Greenwood for patriotic support of the American soldier.

Local commander Lt. Col. David Calhoun presented the battalion's Certificate of Appreciation to Greenwood for maintaining a positive image of the armed forces through the release of his recording/composition "God Bless the U.S.A."

The award presentation took place Jan. 29, 1986 at the Sacramento Hilton Hotel.

Commenting on the significance of Army Recruiting recognizing the award-winning singer/songwriter, Calhoun said, "Greenwood's lyrics convey a message to the public that all of us are fortunate to be living in the United States. Lee's record reminds us that U.S. servicemen have contributed through America's history to the preservation of our free society and democratic form of government.

"As Greenwood sings in his song, '...I'm proud to be an American, where at least I know I'm free. And I won't forget the men who died who gave that right to me.'"

*Steve Janosco, Sacramento Recruiting Battalion; photo by Bill Worsham*



*Lee Greenwood (left) receives award certificate from Lt. Col. David Calhoun, commander, Sacramento Battalion.*



## Recruiters make grand entrance from on high

A helicopter full of recruiters flew to the University of Texas at San Antonio to take possession of the main building during the university's test week.

The team set up a display booth and several tables in the main hall and interviewed students between tests and told them as much as possible about the Army.

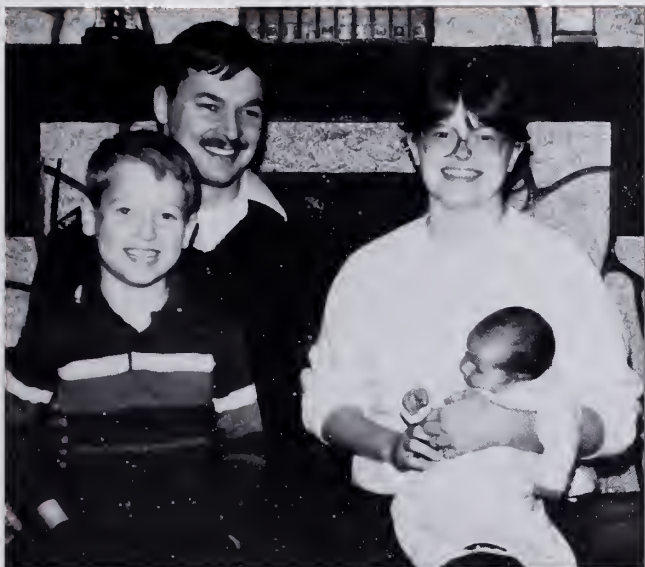
The team from the San Antonio battalion, was reinforced by an intelligence specialist, two Army Nurses and an Army pilot. Each spoke to many students during the day and obtained 12 good leads for their day's work.

Some of the more popular topics discussed with the students were the USAR and SMP programs, the Army College Fund, GI Bill, OCS training and WOFT programs.

When the day was over the team departed the campus with the knowledge they had made some solid contacts with the faculty and students at the university, as well as some potential enlistments.

*Pat Davis, San Antonio Battalion*





*The two "older" Dufault men shown at left. SSgt. Ken and son, Jamie, with wife/mother Julie and newborn Andrew.*

### **Army breathes new life into community**

Way up at the tip of Maine, just across the border from Canada, lies the little town of Madawaska. The Army has a one-man recruiting station in Madawaska. The commander of this station is SSgt. Kenneth Dufault.

Dufault and his wife Julie have two little sons, Jamie Kert and Andrew. Andrew was born in January of this year. And that's what this story is all about.

Because Madawaska has no hospital, the Dufaults made extra careful plans during Julie's pregnancy. They planned for sure to leave early enough before the delivery to allow time to drive to Loring Air Force Base hospital, which is about 55 miles south.

One cold January morning Julie awoke at 4:30. There were clear indications that the baby was soon to make an appearance. Dufault dressed Jamie Kert and brought him to a friend's house. Then he and Julie headed out in their van. Since she was not yet having contractions, they believed they had ample time to reach Loring before the baby would be born.

About 25 miles into the trip, Julie, who was lying in the back of the van, had an uncontrollable "urge to push." Change of plans — in a hurry! The Dufaults detoured to the Van Buren Hospital, the only one in town.

When they arrived they were told that the hospital had no birth facilities, no obstetrics section or staff, and no delivery room. The baby, however, did not understand this, and showed no indications of changing his plans regardless of the lack of a proper environment. The hospital staff regrouped, recognized that it was indeed an emergency situation, and did some fast preparation.

Fortunately, Dufault had some medical training in the Army. Also, he and Julie had participated in the Lamaze method classes for the birth of their first child and had viewed tapes on emergency childbirth. He had been at her side during the birth of little Jamie and was familiar with the birthing process. He and Julie were confident that everything would be fine. They remained calm — which was a big plus as far as the hospital staff was concerned.

Dufault immediately pitched in and got his wife prepared for the delivery. Then he assisted with the stirrups. Dr. Gregory Parks, a retired Navy officer who is the local doctor, arrived just in time. Ten minutes after the Dufaults reached the hospital, Andrew Steven Dufault made his entrance into the world. He weighed in at eight pounds, 13 ounces. He was the first baby born at Van Buren Hospital since February 1978. Everyone was excited!

After the birth, an ambulance from Loring Air Force Base arrived to transfer Julie and the baby to the base hospital. Dufault found it amusing that "an *Army* dependent, delivered by a retired *Navy* doctor, went to an *Air Force* base!" (How's that for cooperation between the services?)

While at Loring, Julie received roses from the helpful staff at Van Buren Hospital. They told Dufault that they may call on him for assistance in the future. He says he's ready and willing.

After two days, a happy Julie returned home to Madawaska with her new little son. It was quite an adventure for the whole Dufault family. And it was one with a wonderful ending!

*Erthalder Westover, Concord Recruiting Battalion*



## Recruiters take high school students to weekend Reserve camp

Take a look at SSgt. Jerald R. Creamer of Little Rock Battalion, and SFC William R. Mills, commander of the Little Rock Southwest station.

When it comes to recruiting, these two sergeants get things done. And they get things done because they get involved.

A while ago they figured the Reserve would get a little better play from high school students if these prospects knew what went on at Reserve weekend drills.

Why weekend? Because that's when the Reserve drills. Any plans these sergeants made along these lines would cut into their own weekend time. But if you're involved, that's the way it is. Creamer and Mills work a lot of weekends.

"So let's get planning," these two recruiters said to each other. "How about meals? Let's talk to A&SP and see if they can do anything." A&SP said they'd like to, but regulations wouldn't permit. Creamer and Mills found another way.



SP4 Gregory Butler and Don Rite set up a tent at base camp.



Students help lay telephone wire.

"How about transportation?" The group of 22 Little Rock Central High School students was too small for a bus. They checked with the motor pool about using vans. Only one 15-passenger van was available. When you're involved, you don't get discouraged. Creamer and Mills did find transportation — although a few give-aways may have been given away. (But that's super-secret — so we can't write on that subject.)

To make a long story short, the 22 prospects from Little Rock Central High School did attend the Reserve drill at Camp Robinson in North Little Rock, Arkansas. The photos show that they had a great time. They learned to set up tents for a camp, learned how to lay telephone wire, learned how to "fall in" for roll call. But most important, many of them learned it might be fun to be part of a unit like the 820th Signal Company.

Did the trip pay off for the recruiters? Creamer and Mills say that it has and that it will continue to pay off. "Once you get involved," says Creamer, "you find that success is a continuing thing." Creamer should know. He earned the Gold Recruiter Badge in January of this year.

Sharon L. Smith and John C. Moss, III, Little Rock Recruiting Battalion; photos by Kim A. Fowler



## **Gold Badge means different things – all of them good**

SSgt. Steven Taylor, a rookie recruiter assigned to Longview recruiting station, earned his Gold Badge in just over six months.

Earning the Gold Badge means many things to recruiters. It signifies accomplishment, hard work, perseverance, pride in job well done and professionalism.

It requires a commitment to the job of recruiting. It proves the recruiter's ability to get the job done.

To Taylor the Gold Badge means a lot of exceptionally long hours, hard work and a firm commitment to be the best at his job.

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*Maureen Meisner, Portland Recruiting Battalion*



## **Milwaukee Jaycees fete nurse recruiter**

SFC Bruce Geigner, nurse recruiter with the Milwaukee company, was honored by the Milwaukee Jaycees with the "Most Outstanding Military Person" award. He was judged on his reputation, his moral character, his competency as described by his employer, and his work in professional, civil, social and religious organizations.

The award was made on January 25 when the Jaycees held their 9th Annual Awards Night Dinner to honor 18 outstanding citizens from the Milwaukee area.

Geigner said, "I was very honored to be considered for the award. Winning was not on my mind. But I'm now glad that I did win."

Geigner says he enjoys recruiting and gives it total dedication. "I'm a shy and quiet person, but I believe the Army offers the best benefit package. I work hard to make mission, and my recruiting job is made easier by the benefit package."

He exceeded his 1985 mission of 18 by placing 22 nurses in the Reserve. Geigner was the battalion's top nurse recruiter for 1985. By the first week in February 1986, Geigner had accomplished his January/February mission.

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*Sarah Kirk, Milwaukee Recruiting Battalion*



# Diagnostic Test

May/June 1986

*Inquiries regarding Training Tips may be addressed to HQ USAREC, Training and Standards Directorate, or phone AUTOVON 459-2772, COMMERCIAL (312) 926-2772.*

1. When we establish rapport and credibility with a prospect while using JOIN, what is the first thing our prospect should see when he looks at the monitor?

- a. Video segment on "What's the Army Really Like."
- b. Welcome to JOIN.
- c. The prospect's name.
- d. None of the above.

2. At the end of the introduction video if the prospect appears to be motivated by what he saw, you may want to do a "temperature check" and:

- a. Ask for the order
- b. Use a two-choice close
- c. Do a trial close
- d. None of the above

3. When the prospect has more than one buying motive, in what order should they be discussed?

- a. Most important to least important
- b. Least important to most important
- c. The order doesn't matter
- d. The prospect decides

4. If the recruiter wishes to stop the video temporarily and continue from the point it was stopped, he should:

- a. Press space bar
- b. Press "S" key
- c. Press return key
- d. No attempt to restart from where he stopped it as it's not possible.

5. Where are the CAST results filed after the prospect has finished taking the test?

- a. Recruiter annotates them on the 200-A card
- b. The results are automatically filed to the prospect data record on the Prospect Data Diskette (PDD).
- c. The results are annotated onto the processing list
- d. All of the above

6. The recruiter sales presentation program for the JOIN provides the recruiter with:

- a. A smooth and professional sales presentation
- b. A commandwide standardized basic sales presentation
- c. Current information
- d. All of the above

7. The prospect data diskette is used to store information on prospects. When the recruiter wants to update the PDR what software package is used to access the prospect data diskette?

- a. Sales presentation diskette
- b. I/OS general diskette
- c. Station utility package
- d. Monthly maintenance package
- e. Any of the above

8. How many picture frames per side is a video disc capable of storing?

- a. 5,400
- b. 27,000
- c. 54,000
- d. 64,000

9. If the recruiter is in the middle of showing the cash bonus video and the screen reads error 4, what is the next step the recruiter should take?

- a. Check the video disc and attempt to play it again
- b. Call the JOIN hotline
- c. Immediately shut the system off
- d. Start using the sales book instead of the JOIN

10. When giving a JOIN sales presentation what is available to help the recruiter handle objections?

- a. Special options video
- b. Common question video
- c. Skill clusters video
- d. All of the above

11. What are the commands to format a diskette and copy a diskette?

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12. The Computerized Adaptive Screening Test (CAST) process estimates the prospect's ability level by presenting a more difficult question each time the previous question is answered correctly.

- a. True
- b. False

13. Why do all still frames of the Needs and Interests module have to be shown?

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14. To determine the needs and interest of our prospects, we should ask what type of questions?

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15. The Dual Market Concept covers two categories that our prospects fall into. What are they?

- a.
- b.

16. When the JOIN is not available what should the recruiter use to conduct the sales presentation?

- a. RPI's
- b. Salesbook
- c. Recruiter's own personal sale presentation
- d. All of the above

17. How should the USAREC PAM 601-8-1, Instructional Guide to the Sales Presentation, be displayed?

- a. It should be discarded.
- b. It should be maintained in front of the salesbook binder.
- c. It should be maintained in the back of the salesbook binder.
- d. It should be used to assist in the sales presentation

18. What is the most critical step of the sales presentation?

- a. Establish rapport.
- b. Uncover needs and interests.
- c. Present features and benefits.
- d. Closing.

19. Probing is a means of gathering what information about your prospect?

- a. Needs
- b. Desires
- c. Goals
- d. All of the above

20. If the prospect has an objection when the recruiter closes, what should the recruiter do?

- a. Try to overcome the objection.
- b. Handle the objection.
- c. Be sympathetic to the prospect and thank him for his time.
- d. Ignore the objection and keep selling the Army.

Answers on page 37





# Training Tips

*Inquiries regarding Training Tips may be addressed to USAREC, Recruiting Operations-Training ATTN: Cpt. Leonard N. Marino, or phone AUTOVON 459-2772, COMMERCIAL (312) 926-2772.*

## DEP MAINTENANCE

DEP maintenance is a subject that is near and dear to the heart of every recruiter. It is, by far, one of the most important functions you perform as a recruiter. Webster says "maintenance" means upkeep and support. Those two words describe just exactly what you, the recruiter, must do to keep the DEP member interested in what he's chosen to do with this future.

Merely adhering to the minimum requirements of the regulations will not ensure a successful DEP maintenance program. You must go that extra mile for your DEP members. This means not only making the required contacts during the DEP period, or fulfilling a requirement, it also means showing a genuine concern for your DEP's. If you have not met the parents — meet them. Make sure your DEP is kept informed of program changes, pay raises, and any other changes coming down the pike that affect him.

Ask for referrals from the DEP every time you see him. When he does refer a friend, make him feel important. Why? The answer is obvious: These referrals are a recruiter's bread and butter; his pathway to success. Include the DEPer in that success — reward him for referrals.

Award him in front of the other DEP's in your pool at a DEP function. The DEP's personal pride is very important to him and to you. Recruiters can identify with personal pride! Promote personal pride, and success among your DEP's, and you'll lessen your DEP loss. The DEP's will really want to ship even though there may be lingering doubt in their minds.

You should have the new JOIN disk (sent out in March) to help you accomplish this. You should show this JOIN segment to your DEP at the required briefing 72 hours following his contracting. It deals with what he should do while in the DEP, and includes physical training, referral awards, and all the things the DEP should know.

Don't limit this segment's use to the regulatory requirement. Use it to reinforce that "up feeling" of exhilaration the DEP feels after he's raised his right hand that first time. Show it to the DEP if he seems to be a bit "shaky." The extra concern you show to that young man or woman will pay off for you and the DEP in the long run.

If your DEP program has not reached the level of efficiency that you desire, read USAREC Pam 601-18, "Bright Ideas", the recruiting station operations

book. This pamphlet is a dynamic source of information and the ideas contained therein can be used to revitalize a mediocre DEP program into a high energy one or fine-tune an already successful one. Listed below are some ideas that were successful for other recruiters.

- Conduct DEP follow-up at the enlistee's home once a month.
- Your company headquarters can provide a monthly DEP newsletter providing information about the Army. Mail directly to the DEPers.
- Send personal invitations to DEP members when Support Command cinema vans and pods are in your area. Conduct a DEP meeting and tour of the van, this gives your DEP's the VIP treatment.
- Form a DEP squad at each high school to promote competition for referrals among the schools. Provide recognition to the squad that wins at a DEP function.

Stress your DEP program, and ultimately, your job will be easier to accomplish. What's more you will be able to bask in the feeling of accomplishment that you have achieved your mission and directly contributed to the strength of the Army. □

# Fort Jackson

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*Training is the bottom line at Fort Jackson  
and every effort goes toward supporting that priority.*

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*Training at Fort Jackson training center.*

Chances are, you already know quite a bit about Fort Jackson, because this installation trains more recruits than any other.

As for the recruits you are bringing into the Army, Fort Jackson is just as big a deal for them as it was for you when you enlisted.

Fort Jackson is a growing part of today's Army. It is charged with preparing soldiers to fight and win. It is where a large share of tomorrow's disciplined, well-trained fighting force will be trained.

Unlike some Army posts, Fort Jackson is a single mission post responsible for training initial entry soldiers. Nearly 50,000 basic trainees and 20,000 AIT soldiers are trained annually at this scenic South Carolina post.

Many of those who complete their basic training at Fort Jackson remain to continue their initial training through advanced individual training.

Fort Jackson, with its reception station and three brigades, trains the best. Two of these brigades conduct basic





training, and the third conducts advanced individual training. Their motto, "Train to Excellence," summarizes their commitment to mission accomplishment.

Training these new soldiers begins at the Army's largest reception station. Hundreds of new enlistees march through this facility daily and are assigned to one of the two basic training brigades.

The primary concern of these brigades is to develop physical and soldierly skills in the recruits. This training is conducted in three phases. At the end of each phase soldiers must meet specific standards which serve as intermediate goals toward graduation from basic training.

The final training is concerned with advanced individual training. Each battalion in this brigade is responsible for a specific military occupational skill.

In numbers of men and women trained, it is the largest training center in the U.S. Army. Training is the bottom line at Fort Jackson and every effort goes to support that mission.

Whether you're there for training, a three-year tour or just a two-week seminar, Fort Jackson has attractions to suit everyone.

Located virtually in the geographic center of the state, Fort Jackson is approximately 150 miles from Atlanta, Ga., 100 miles from Myrtle Beach and 120 miles from Charleston. It is one of only a few Army posts that is annexed by its neighboring city, Columbia.

If it's outdoor recreation you love, this is the place for you. South Carolina has often been described as the place where the mountains meet the sea. It's a daytripper's delight where either the mountains or the sea are within a couple of hours from Fort Jackson.

It's a land of contrasts, with more than 280 miles of coastline, mountains, pine forests and over 400 acres of lake.

Fort Jackson is a virtual bonanza for the outdoorsman. With its mild climate, area residents enjoy hunting, fishing, camping and other outdoor activities year-round.

Most of the outdoors action centers around the 240-acre Weston Lake just

minutes from the main area of post. Surrounded by 1,250 acres of natural woodland, it remains one of the Army's most complete recreational facilities.

If you're a history lover, Fort Jackson will suit you, too. Fort Sumter, where the first shots of the Civil War were fired, is only a two-hour drive away; Camden, site of one of the Revolutionary War's pivotal battles is just 30 minutes away; and, in only an hour, you can be in the midst of one of America's first wilderness settlements. Here you will see history dating back to the founding of our country.

For the sightseer, Columbia features other attractions such as Woodrow Wilson's boyhood home. The architectural buff will be interested in the many homes built by Robert Mills, an early pioneer architect.

Columbia, the capital of South Carolina, was built to be just that — the state capital. In 1917, the military wanted to put a post in South Carolina, but the federal government found itself short of money. The citizens of Columbia raised enough money to buy the land which they donated to the federal government.

Fort Jackson is sometimes called the Fort of Contrast. It features the discipline of training shown against the free background of adventurous surroundings.

As each soldier enters the gates of Fort Jackson, a new adventure begins. It can be adventure with unbelievable potential rewards for the new soldier who is willing to work, learn and fulfill his dream of becoming a United States Army soldier. □



## RECRUITER RINGS

### ALBANY

SFC Paul J. Nielson

### ALBUQUERQUE

SFC Verna Joyce

### ATLANTA

SSgt. Billy Joe Dixon

### BECKLEY

SFC Steven A. Douglas

### CHARLOTTE

SFC Walter Davis

### JACKSON

SFC Ricky W. McClinton

### LANSING

SFC Darrell L. Kauffman

SFC Vern F. Roach

### NASHVILLE

SFC James R. Nickerson

### PHOENIX

SFC Laura M. Bullock

### SEATTLE

SFC Donald V. Downum

SFC Deborah A. Pate

### SYRACUSE

Mr. Daniel Connolly

## GOLD BADGES

### ALBUQUERQUE

SSgt. Bernard J. Wolf

### ATLANTA

SSgt. Reese J. Stewart

SSgt. Stanley Timmons

### BALTIMORE

SFC James T. Zang Jr.

SFC Ireno Castillo

SSgt. David A. Rogers

SSgt. Ronald R. Brown

Sgt. David L. Reed

SFC Edward O. Scott

### CHARLOTTE

SSgt. William W. Wight

SSgt. Perry W. Brown

### CHICAGO

SSgt. Dawn C. Nelson

SFC Laureano Santiago

SSgt. Barry T. Portee Sr.

SFC David J. Rasberry

SSgt. Charles B. Hubach

SSgt. Harrison E. Cox

SSgt. Robert I. Maddox

SSgt. Stephen O. Doonan Sr.

### CINCINNATI

SSgt. Dennis A. Hawkins

### COLUMBUS

SSgt. Joseph W. Helsel

### CONCORD

SFC Alfred C. Inman

### DALLAS

SSgt. Raul Bueno

SSgt. Darrel Dillon

SSgt. Jean E. Smith

SFC Casiano Alcaraz

SSgt. Vernon E. Cullins

SFC David H. Thornton

Sgt. Cynthia Logan

### DES MOINES

SSgt. Richard E. Challinor

### DETROIT

SSgt. David D. Scott

### FT MONMOUTH

SSgt. Lance E. Jones

### HARRISBURG

SSgt. Lesley A. Robertson

SSgt. Lee L. Fager

SFC Stephen L. Meck

SSgt. Bruce G. McClennan

### HOUSTON

SSgt. Rufus Brown

SFC Robert H. Hobson

### INDIANAPOLIS

SSgt. Charles O. Brooks

SSgt. Michael W. Huffman

### JACKSON

SSgt. Curtis E. Briggs

SFC Frank N. Truitt

SFC Larry T. Veazey

SSgt. Frankie L. Johnson

### KANSAS CITY

SSgt. Gregory O. Moe

### LANSING

SSgt. Perry A. Guilmette

SSgt. Howard J. Handley

### LONG ISLAND

SSgt. Pauline Pitts

### LOS ANGELES

SFC William E. McNight

SFC Gerd Hoffman

SFC Edward Hardin

SSgt. Michael Surret

### MILWAUKEE

SFC Kenneth L. DeWalt

### MONTGOMERY

SSgt. James R. Adkison

SSgt. Hezekiah Green Jr.

SSgt. Michael J. Cottrill



## GOLD BADGES Continued

### NASHVILLE

SFC Robert Rittenhouse  
SSgt. Charles W. Wallace  
Sgt. Ivan J. Floyd

### NEW HAVEN

SFC Rufus E. Carpenter

### NEW ORLEANS

SFC Alfred L. Maldonado  
SFC Edward M. Dzalak Jr.  
SFC Leon Canderlaria-Guillermo  
SSgt. Eddie E. Cooks  
SSgt. Karen Anderson  
SSgt. Richard A. Byrd

### OMAHA

MSgt. Guy S. Pratt  
SFC Richard F. Pavlish  
SSgt. Phillip G. Cross  
SSgt. Arthur L. Robinson  
SSgt. Gerald A. Huntington  
Sgt. Thayne E. Wika  
SFC Lyden E. Mohler

### PHOENIX

SSgt. John E. Brown  
SSgt. Gregory L. Redeker

### PITTSBURGH

SSgt. Wayne A. Mitchell  
SSgt. Daniel Ross  
Sgt. Lamont B. Willis  
SSgt. David L. Mowles  
SSgt. Donald E. Hughes  
SSgt. William S. Coe  
SSgt. William J. Troxell  
SFC Doyle Gilley  
SFC Nathan B. Johnson

### PORTLAND

SSgt. Connie R. Joyner  
SSgt. George E. Ingraham  
SSgt. John A. Huggins  
Sgt. Elam L. Binns  
SSgt. Gary P. Hellums  
Sgt. Wayne A. Thompson  
SSgt. Stephen K. Taylor  
SSgt. William M. Steinbrook  
SSgt. Philip C. Benton  
SSgt. James E. Moore Jr.  
SSgt. Paul L. Ah Ching

### RALEIGH

SSgt. Veronica Trent

### RICHMOND

SSgt. Donald A. Sapp  
SSgt. Frank Edmonds

### SALT LAKE CITY

SFC James A. Donovan  
SFC Theodore D. Lenhart  
SSgt. Robert Bullen  
SFC Bart M. Vanry

### SAN ANTONIO

SSgt. James L. Harris  
SSgt. Gina A. Jackson

### SAN JUAN

SSgt. Victor Dieppa-Diaz  
SFC Angel O. Medina-Rivera  
SSgt. Mario Feliciano

### SANTA ANA

SSgt. Rickey R. Thomas  
SSgt. Mark T. Sewell

### SEATTLE

SFC Donald L. Ward  
SSgt. Randy D. Smith  
SFC Bernard E. Davidson  
SSgt. Richard L. Truitt  
SSgt. Gary G. Horton  
SSgt. Lemorris Grover  
SSgt. Kenneth R. Strickler

### ST. LOUIS

SFC Alva H. Wise Jr.

## DIAGNOSTIC TEST ANSWERS MAY/JUNE '86

1. c, Reference: USAREC Pam 350-4, Appendix A, para A4, a. (1)
2. c, Reference: USAREC Pam 350-4, Appendix A, para A4, a. (2)
3. b, Reference: USAREC Pam 350-4, Appendix A, para A4, d. (2) g.
4. b, Reference: USAREC Pam 350-4, Table 1
5. b, Reference: USAREC Pam 350-4, Chapter 2, para 2-17, e.
6. d, Reference: USAREC Pam 350-4, Chapter 2, para 2-11, a.
7. c, Reference: USAREC Pam 350-4, Chapter 2, para 2-15, a.
8. c, Reference: USAREC Pam 350-4, Chapter 2, para 2-5
9. a, Reference: USAREC Pam 350-4, Chapter 3, para 3-1, (2)
10. b, Reference: USAREC Pam 350-4, Chapter 2, Table 3
11. FMTDSK & CPYDSK, Reference: USAREC Pam 350-4, Chapter 2, Section II
12. a, Reference: USAREC Pam 350-4, Chapter 2, para 2-17, a.
13. To ensure a buying motive is not missed.  
Reference: USAREC Pam 350-4, para 2-12
14. Open-ended, fact-finding questions.  
Reference: USAREC Pam 601-8-1, Section II, b. (1)
15. a. The prospect who wants to attend college.  
b. The prospect who wants to work.  
Reference: USAREC Pam 350-4, Appendix A, para A-2
16. b, Reference: USAREC Pam 601-8-1, Section II, para 4, e.
17. c, Reference: USAREC Pam 601-8-1, Section II, para 4, g.
18. a, Reference: USAREC Pam 601-8-1, Section II, para 5, a.
19. d, Reference: USAREC Pam 601-8-1, Section II, para 5, b.
20. b, Reference: USAREC Pam 601-8-1, Section II, para 5, f.

# 13R:

## *Firefinder Radar Operator*

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*Leonard Pipp  
Fort Sill, Okla.*

I know there are a lot of people out there thinking about joining the Army and having a tough time trying to make up their minds about which specialty they'll choose. When I had to make those choices, I was apprehensive, too. But I'm happy to report that I made one really good choice — selecting the Firefinder Radar Specialty, 13R.

Frankly, I was worried, too. I figured you had to be a computer genius to work with "high tech" equipment like the Firefinder. Let me put your mind at ease. The Field Artillery Firefinder Radar Operator course taught me everything I needed to know. I was just out of high school, hardly able to spell "radar" but I learned to operate one with astounding efficiency.

After finishing my basic training, I was sent to Fort Sill, Okla. Once I in-processed at Fort Sill, I received instructions on how to get to I-SEE-O Hall, the modern facility where experts teach the Firefinder course. It was here that I got my first introduction to the system by watching a film on the Firefinders — the Q-36 and Q-37 radars. I remember watching this film and thinking, "How will I ever learn to run one of these things?" They were using terms like emplacement, march-order, bore-sighting, bootstrap and initialization. I just knew there was no way a kid from a coal mining town in Pennsylvania would be able to learn all that.

Boy, was I wrong! The school introduces you to the radars in phases. In Phase I, you deal with common subjects, Phase II with the smaller Q-36 radar, and Phase III with the impressive





fire mission. In this simulated combat operation, the computer fires artillery rounds and the radar tells you where the rounds came from. Using the information provided by the radar, you can let the artillery crews know where to return the fire. By performing these exercises over and over, I gained the proficiency required to be able to operate the radar to phenomenal standards of speed and accuracy. The instructors helped every step of the way as I learned from my mistakes and successes.

After this block of instruction, I proceeded to an outside training area where I was introduced to the actual radars. I learned how to deal with an actual location and to function as part of a team that emplaces (sets-up), march-orders (takes-down), and operates the system. Near the end of the course, I learned about another type of radar called the PS-25. It's an older ground surveillance radar that seems like a dinosaur when compared to the Firefinder. But it, too, has a place in the Army and does a very good job.

After nine weeks and three days of instruction, I went out in to the field to take part in an end-of-course comprehensive test. The experience tested my knowledge and expertise of the material I'd learned. It was tough, but I didn't have any problem passing. By that time, I had become a fully capable, confident Firefinder operator.

Now that I have my diploma in hand, all the fears and apprehensions I had before starting the school seem foolish. The ease with which the instructors presented the material and all the reinforcement they gave me made the whole course enjoyable.

When I look back, I realize that I made the right decision selecting the 13R specialty. Not only am I doing a job essential to the Army and the Field Artillery, but I am also obtaining first-hand experience with computer terminology. That's a hard combination to beat. □

*SFC (Ret.) Leonard Pipp compiled this story from the first-person accounts of recent graduates of the 13R Firefinder course.*

Q-37. During Phase I, I learned about the radio procedures and how to install and use the radar's radios.

In Phase II, I learned the basic components of a radar system and the tactics of radar employment. I even mastered computer terminology, and then put this knowledge into practice. In I-SEE-O Hall they have a trainer device called the A17E11. This huge computer device simulates a radar set and allows each student to learn to operate the Firefinders without actually using the real radar. It was during this block of instruction, that I was really able to get over my fears of computers and radars. The instructors were cool professionals who explained all the material I had to learn.

The A17E11 allowed me to perform a variety of different exercises simulating actual operations. My favorite was the

## 13R Facts:

*Enlistment incentives offered:*

- Army College Fund
- OR —
- \$2,000 Bonus (paid after successful completion of course.)
- Two-Year Tour

*This MOS is open to men only.*

*Approximately 95 openings each year.*

*This is considered an entry-level MOS.*

*Openings are available in both the Regular Army and Army Reserve components.*

*Course is nine weeks and three days long.*



# 13R: Firefinder Radar Operator



*Bore sighting an AN/TPQ-36*